MEMORANDUM OF AGREEMENT
for
eXCITE SERVICES

Office of Science

Fiscal Year: 2005

1.   Introduction

The approach to support the Office of the Chief Information Officer (OCIO) Extended Common Integrated Technology Environment (eXCITE) Program will be governed by this Memorandum of Agreement (MOA) and associated documents for the support of a common operating environment (COE). The eXCITE program provides selected support levels for program office customers and additive shared or custom services, if (and when) defined. Primary points-of-contact will be identified in the customer and eXCITE organizations to facilitate communications between the two.

Under eXCITE, OCIO will provide standard support for desktop services that include e-mail and related network services to the Headquarters (HQ) program offices as described in the document *Office of the Chief Information Officer Extended Common Integrated Technology Environment (eXCITE) Desktop Support Services (version August 2004)*. The program offices have the option to select other support services such as personal digital assistance (PDAs), and peripherals (color laser network printers, facsimiles, etc.).

In addition, OCIO provides the optional service Application Hosting Environment (AHE) Services. AHE services consolidate, automate, and manage the information technology (IT) lifecycle of servers and applications with the Department of Energy (DOE) Headquarters (HQ) to include provisioning, deploying, changing, scaling, securing, recovering, and reallocating.

Key efforts during the transition to eXCITE:

- Availability of accurate inventory information. Each program office will provide a current inventory of non-standard software licenses, including user/workstation locations, as well as any required licenses and/or warranties.
- Federal personnel assigned to eXCITE will provide oversight and coordination of the contract tasks; participate in planning, budgeting, and technical meetings to ensure continuity; obtain insight to new and changing requirements; assess customer satisfaction; and serve as the customer advocate when resolving issues.

- Status reports detailing work performed for the organization, highlighting issues and identifying areas or topics to be addressed by the eXCITE representative with the program office points-of-contact.
- Optional hardware and software items will be available at an additional cost.

The key criteria to transition to AHE is to identify specific applications and their associated hardware and software owned and operated by the program offices as well as how each can be best transferred to the AHE.

2. *Scope*

The provisions of the MOA are between the Department of Energy (DOE) OCIO and participating program offices at the Headquarters site (Forrestal, L'Enfant Plaza, Germantown, Corporate 270, Cloverleaf).

OCIO will work with Program Offices to ensure that any additional field sites, alternate locations and consolidated service centers (i.e. NNSA Service Center, OneSC, EM CBC) will be considered during migration. Moreover the OCIO will work with Program Offices to ensure continued functionality with their off-site locations.

This MOA is effective from the date of signature through September 30, 2005. Consistent with a POAM to be developed by the DOE-CIO, the transition period will end March 31, 2005. **The parties anticipate that they will renew this MOA in subsequent years and anticipate that the costs/prices set forth in this MOA may escalate as necessary. However, this MOA does not commit either party to such renewal or to any future cost figures.***

The parties agree the MOA is inclusive of all eXCITE service descriptions and expectations as of the effective date, and is subject to modification by agreement of both parties. Further, the MOA remains in effect until a new MOA is signed or a waiver for eXCITE service is approved by OCIO.

3. *Out of Scope*

Information technology service areas listed below are not impacted by eXCITE and will be retained by the program office. Each program office agrees to provide risk assessments for retained functions for potential inclusion in a risk statement for the HQ site.

- Video teleconferencing.
- Mission-specific application development, operation, and support; unless, otherwise, specified in this agreement.
- Personal-owned computer equipment.

4.   *Points-of-Contact*

Federal points-of-contact for this MOA are as follows:

eXCITE Program Manager:	Harry M. Hixon
OCIO Desktop Point-of-Contact:	Jeanne M. Beard
OCIO AHE Point-of-Contact	Robert E. Donohue
Program Point-of-Contact:	Walter M. Polansky

5.   *eXCITE Roles and Responsibilities*

The OCIO establishes eXCITE policies and procedures. It is fully responsible for providing daily operational functions and quality of support.

The eXCITE Program Manager will have full responsibility for overseeing the organizational requirements and quality of support. Services will be transitioned using a matrix staffing approach including staff from OCIO and the program offices. To retain corporate knowledge, OCIO and the respective program office will facilitate the transitioning of the existing contractor office responsibilities to eXCITE.

The eXCITE Program Manger will ensure that migration and all other special projects utilize the principles of DOE Order 413.3. All projects will have defined plans, costs and scheduled agreed upon by both parties.

The eXCITE Program is governed by the DOE Business System Configuration Control Board. This body will approve any major changes desired by Program Offices or the eXCITE Program team required to meet the business needs of the Department. This board consists mainly of the "Dash Twos" of Program and Staff Offices.

The Program Office and OCIO will develop and agree upon performance metrics that address the delivery of IT services and associated costs provided under eXCITE. These metrics will provide the basis for evaluation of eXCITE services. The Program Office and OCIO will also review and revise these metrics as appropriate on an agreed upon schedule.

Additional roles and responsibilities include, but are not limited to:

- **Office of the Chief Information Officer**

  - Daily Operations

    - Perform service analyses to ensure effectiveness and efficiency.
    - Renegotiate and adjust service standards reporting requirements with changing industry and customer requirements annually.

- Establish and maintain a performance review process for making updates and changes.
- Identify and approve deliverables.
- Maintain Configuration Management (CM).
- HQ CIO participates as the designated Chair of the Configuration Control Board (CCB).
- Assure compliance with Federal, DOE, and OCIO security and other applicable policies, procedures, and standards.
- Develop/maintain all required cyber security, architecture, capital planning and investment control, and life cycle documents and reports, or required input, for eXCITE in accordance with DOE policies and procedures.
- Ensure all projects are completed on time and within budget.
- Ensure the overall accountability for eXCITE.
- Manage all information technology resources and resolve any problems affecting the quality of service provided to its customer base.
- Provide feedback to the program office as activities are accomplished; conduct quarterly program review
- Perform service analysis to ensure service level commitments are being met
- Establish and maintain a SLA review process for making updates and changes.

- During Transition

  - Provide daily planning/control of the eXCITE program; leading to its successful implementation
  - Ensure and manage identified resources (funding and labor) to accomplish the program offices' migration to the eXCITE environment.
  - Identify and approve deliverables.
  - Ensure all projects are completed on time and within budget.
  - Track and report transition progress and eXCITE performance.
  - Provide overview training for the eXCITE COE.
  - OCIO will deploy the eXCITE-COE to all identified user/workstation locations.
  - OCIO will provide test beds for assist program offices' testing of mission-specific applications, if requested.

- **Program Office**

  - Daily Operations

    - Provide agreed upon funding at the agreed intervals in timely manner to ensure continuity throughout the effective period.
    - Identify the POC(s) to represent their user community.
    - Identify requirements.
    - Provide updates to the Task Monitor of those users requiring "Platinum Level" service support in a timely manner.

- Participate in team meetings, requirements gathering, customer survey questionnaires, and additional activities that will increase OCIO and support contractor's performance and service efficiency.
- Inform OCIO of all accretion and/or deletions in employees (desktops/accounts) as well as any equipment moves, and/or changes.
- Procure equipment to meet special requirements such as Section 508.

- During Transition

    - Provide knowledge and expertise on the current programmatic baseline operations.
    - Participate in all phases of eXCITE implementation.
    - Participate in team meetings, requirements gathering, customer survey questionnaires, and additional activities that will facilitate implementation, performance, and service.
    - Participate in the planning, coordination, and realignment of IT resources (personnel, funding, hardware, software, etc.).
    - Review deliverables, where applicable.
    - Identify members to participate in the working groups and teams, where applicable.
    - Test mission-specific applications. Program offices acknowledge testing of its respective mission-specific applications according to the agreed-upon migration schedule is required to avoid delay in the eXCITE deployment schedule.

Roles and responsibilities specific to desktop services or AHE services may be found in the respective support service definition document(s).

6. *Type of Services*

- Consolidated Service Center (CSC) Customer Support.
- Cyber Security for eXCITE Services.
- Enterprise Management System (Automated Tools).

6.1 Desktop Services

6.1.1 *Standard Equipment*

Each unit consists of a CPU equipped with the current eXCITE hardware and software profiles. In addition:

- 17" *CRT* monitor (new setup; not part of refresh or upgrade during transition).
- Keyboard (standard).
- Mouse (standard).
- Speakers.

A standard laptop is equipped with the current eXCITE hardware and software profiles. A replicator is also provided. (Keyboard and mouse are considered optional and may be provided at an additional cost or by the program office.)

The OCIO recommend against using a desktop/laptop other than the standard configuration unless for the purpose of high degree of technical computing competence. Program offices must be willing to handle hardware and/or software support independently of eXCITE, if required. Software must be configured for the DOE HQ networks.

6.1.2 Standard Desktop Services

- Asset Management.
- Desktop Services.
- E-mail and Messaging.
- Hardware and Software Acquisition.
- Hardware Refresh.
- HQ and DOE Corporate Application System Support.
- Network Services.
- Remote Access.

6.1.3 Optional Desktop Services

- Peripherals.
- Remote Access to Network Files
- Support Services for Approved Non-COE Software
- Laptop Loaner Pool - Program Office Managed
- Non-COE Software

6.1.4 Other Services

- Palm Pilots.
- Personal Digital Assistance.
- Telework.

(Note: Refer to the current OCIO eXCITE Desktop Support Services Guidelines for detailed definitions of the above services.)

6.2 Application Hosting Environment

6.2.1 Standard Services

- Delivery, Installation and Configuration of Equipment.
- Environmental Resources Management.
- Physical Security of Equipment.
- Maintenance of Equipment.

- System Software Support Services.
- Data Base Management and Administration.
- Network Support Services.
- Backup and Recovery.
- Continuity of Operations.
- Capacity Planning and Tuning.
- System Availability.
- Monitoring and Notification.
- Ongoing Technical and Managerial Support.
- Configuration Control Process.
- Facilities Management.

6.2.2   Optional Services

- Server Housing.
- Application Development and Maintenance.
- Remote Terminal Server Access (Citrix).

Detailed definitions of services provided for the application-hosting environment can be found in the document *OCIO eXCITE Application Hosting Environment (AHE) Services (version July 2004)*.

7. *Cost Control*

7.1 Cost Management

An Application of Costs Memorandum (Attachment 1) identifies the level of service(s) to be provided as well as an estimate of the total cost for services agreed upon in the signed MOA. At that time, and at subsequent periods as described more fully below, the program offices will provide the memorandum along with a completed cost form to OCIO through their Sub-Task Monitor(s).

The cost of migration shall be the responsibility of the OCIO, with the Program Office beginning to fund the eXCITE fees upon completion of ninety percent of the agreed upon eligible pool. Agreed upon exemptions will be scheduled as required.

(Note: If required, rates for service will increase on a yearly basis based on an inflationary rate factor as determined by OCIO.)

7.2 Billing Cycle

The eXCITE billing is based on the governmental fiscal year with quarterly validations. Payments are preferred based on an annual estimate; however, program offices may elect to submit payments semi-annually or, at a minimum, quarterly. If an optional payment schedule is selected, program offices must ensure adequate funding is available on the first day of the following month after the close of the chosen cycle.

7.3 Desktop Service Rates

7.3.1 *Standard Service Rates*

7.3.1.1 Desktop

The total cost for each program office will be based on the selected levels of service *and* the identified inventory of customers (accounts) and desktops on the effective date of the MOA and on a reoccurring basis; fifteen (15) days prior to the expiration of the current government fiscal quarter. "Seat" fees are based on the whole month.

As new customers are brought under eXCITE for a program office that has been transitioned, a desktop will be provided by OCIO. The program office will only be responsible for the "seat" fee. If a new customer arrives after the 15th of the month, the eXCITE fee will commence the first month following arrival.

Accretion or deletions in customers (accounts) must be identified in the Application of Cost Memorandum, due fifteen (15) days prior to the expiration of the current government fiscal quarter. Any and all previous months' accretions or deletions in customers (accounts) must be noted in the Application of Cost Memorandum. An accretion or deletion is not considered valid until OCIO received written notification

from the program office.

7.3.1.2 Network Printers

eXCITE services provide (replace current) network printers (black and white on an as needed basis. Distribution is based on the ratio of 15:1 customers per network printer or as geographically defined. (The determination factor is identified at implementation or adjusted as new customers are brought under the eXCITE program.) These printers will be "phased in" over the 5-year refresh cycle.

(Note: Supplies for the network printers are provided by the program office and must be available to the CSC technician when servicing the printers.)

7.3.2 Desktop Optional Service Rates

7.3.2.1 Laptop In Lieu of a Desktop

The eXCITE "seat" fee includes a choice of *one* desktop at the standard rate; however, program offices may select a laptop instead. Program offices are responsible for the difference in cost between the desktop and laptop. The difference is included in the estimate of annual cost.

7.3.2.2 Desktop to Laptop

If at the time of transition OCIO identifies a customer to retain the current desktop or to receive a new desktop and the program offices approves the customer to receive a laptop instead, the program office is responsible for the difference in cost. This difference will be included in the estimate of annual cost.

7.3.2.3 Additional Network Storage

As part of the standard services, each customer (account) is provided standard-sized network file storage (500MB). Requirement for expanded-size file storage is provided at an additional fee. This fee is determined in incremental rates based on requirements. Public folder(s) are provided at an additional fee as well. (See attachment 2, eXCITE Desktop Services Rate Determination.)

7.3.2.4 Additional and Public Mailboxes

Additional mailboxes assigned to a customer and/or office public mailboxes folder(s) are provided at an additional fee. (See attachment 2, eXCITE Desktop Services Rate Determination.)

7.3.3 Service Rates for Printer Support

7.3.3.1 Network Printers - Other Than Standard Configuration

Requirements for higher-grade black and white network printers than that provided by OCIO can be provided; however, the program office must fund the difference in cost. If the program office requires (or prefers) network *color* printers, acquisition funding is the responsibility of the program office. Maintenance is provided through the Working Capital Fund (WCF).

7.3.3.2 Local Printers

The eXCITE COE does not provide local printers nor does the service rates include maintenance support. Acquisition funding is the responsibility of the program offices. Maintenance is provided through the WCF.

7.3.4 Other Additional Service Rates

7.3.41 Remote Access to Network Files

The OCIO provides a terminal server system (Citrix) that allows customer access to Windows-based applications and network files from remote locations via a Web client (i.e.: Internet Explorer or Netscape) at an additional monthly fee for service.

7.3.4.2 Exempt Desktops per OCIO

eXCITE support services will be administered to those desktops that are temporarily exempted from being migrated as identified by OCIO. The period of exemption will be upon agreement of both OCIO and the program, office.

7.3.4.2 Exempt Desktops per Program Office

Support service is administered to desktops exempted from being migrated per request of the program office as follows:

- Support continues through the program office's current support desk;
- Program office procures separate contract with the OCIO support service; or
- eXCITE support services will be administered through the WCF.

7.4   Application Hosting Environment Service Rates

7.4.1 Standard Service Rates

The total cost for each program office will be based on the selected levels of service and the identified inventory of hardware/software on the effective date of the MOA. As new hardware and/or applications are brought under the AHE for a program office that has been transitioned; service rates will be reviewed and adjusted accordingly with mutual agreement between OCIO and the program office. See Appendix E for an invoice template.

7.4.2 *Application Hosting Environment Optional Service Rates*

An initial setup cost as well as any additional cost related to purchasing and/or maintaining any approved non-standard software required by the application. Payment due will be determined as part of the transition schedule. At that time, the program offices will provide the memorandum along with a completed cost form to OCIO through the Sub-Task Monitor. (Subsequent costs must be provided prior to service.)

All transition activities will occur during normal business hours. When this is not possible due to customer requirements, AHE contractor staff will receive overtime pay and this amount will be included in the setup costs.

7.5 Incentive Awards and Penalty Fees

It is OCIO's intent to provide incentive opportunities for eXCITE support such as incentive term options, shared savings, award fee(s), and other incentives currently not identified. OCIO reserves the right to jointly negotiate with the contractor an incentive and penalty plan for eXCITE services. This plan would be based on the contractor's performance as measured by the stated eXCITE metric contained in the eXCITE Master Task Order and/or an eXCITE subtask.

IV.   SUMMARY

The OCIO will constantly monitor contractor performance as stipulated in the eXCITE subtask under the Information Technology Integrator Support Service (ITISS) performance-based master task order. New or changing business requirements may affect services as described in this MOA as well s the associated eXCITE Desktop Services and eXCITE AHE Services documents. Each party must notify the other, in writing, thirty (30) days prior to any changes or modifications to the services described that require renegotiation.

The OCIO and the program office will review all other related documents based on these changes and renegotiate any changes to the document(s) as well as changes to the related task and/or costs. Each responsible party must mutually agree to any modifications to costs that may result from such changes.

APPROVAL:
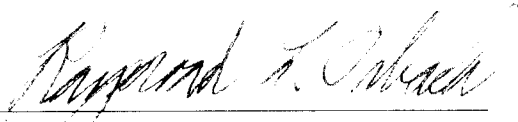
The Office of Science hereby acknowledges participating in the eXCITE Program by agreeing to the following services as described in this Memorandum of Agreement:

◻ Desktop Services Only
◻ Application Hosting Environment (AHE) Services Only
◻ Desktop Services and Application Hosting Environment (AHE) Services

Approval Signatures:

Office of Science	**Office of the Chief Information Officer**
Dr. Raymond Orbach	Rosita O. Parkes
Director, Office of Science	Chief Information Officer
U.S. Department of Energy	U.S. Department of Energy

Signature

Date   8/27/04

Signature

Date   9/27/04
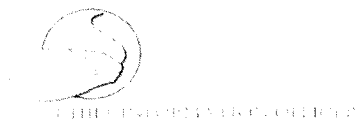
Sample of Application of Costs Memorandum

DATE:

MEMORANDUM FOR M. ANNE WARNICK
                OFFICE OF BUSINESS AND INFORMATION MANAGEMENT

FROM: *(fill in)*

SUBJECT: EXTENDED COMMON INTEGRATED TECHNOLOGY ENVIRONMENT
                     (eXCITE) APPLICATION OF COSTS

This memorandum provides the Office of the Chief Information Officer with the authority to obligate funds in the amount of *(fill in)*. These funds will be used for information technology (IT) support under the Extended Common Integrated Technology Environment (eXCITE) program. The appropriate financial information is provided below.

Fiscal Year: **Period:**

    Task Number: **CLIN Number:**   **Funding Amount:**

    Task Number: **CLIN Number:**   **Funding Amount:**

    Task Number: **CLIN Number:**   **Funding Amount:**

Description:

Program Office Funding Information:

  B&R Number: **Financial Plan Code:**

  Appropriation Symbol: **Fund Type:**

  Object Class: **Allotment Symbol:**

cc: Mark Clark, COTR
        Chris Karis, IM-12
        Jeanne Beard, Director, IM-43
        Robert Donohue, Director, IM-44
        (Insert CAM Name), IM-43
        Flo Arnold, IM-44

Memorandum Date: **Period:**

Program Office:

Memorandum of Agreement Schedule

1.   **Desktop Services**

Services	Number of Units		Unit Fee[1]	Total $	
	Budgeted	Actual	$	Budgeted	Actual
eXCITE Silver - Unclassified Computing			**300[2]**		
October 2004			300		
November 2004			300		
December 2004			300		
January 2005			300		
February 2005			300		
March 2005			300		
April 2005			300		
May 2005			300		
June 2005			300		
July 2005			300		
August 2005			300		
September 2005			300		
				0.00	0.00
eXCITE Silver - Unclassified Computing (Contractor-Owned Equipment)			**272[2/3]**		
October 2004			272		
November 2004			272		
December 2004			272		
January 2005			272		
February 2005			272		
March 2005			272		
April 2005			272		
May 2005			272		
June 2005			272		
July 2005			272		
August 2005			272		
September 2005			272		
				0.00	0.00

Services	Number of Units		Unit Fee[1]	Total $	
	Budgeted	Actual	$	Budgeted	Actual
eXCITE Platinum level of service (Additive differential customer/month)			**400**[2]		
October 2004			400		
November 2004			400		
December 2004			400		
January 2005			400		
February 2005			400		
March 2005			400		
April 2005			400		
May 2005			400		
June 2005			400		
July 2005			400		
August 2005			400		
September 2005			400		
				0.00	0.00
eXCITE Gold - Classified Computing			**350**[2]		
October 2004			350		
November 2004			350		
December 2004			350		
January 2005			350		
February 2005			350		
March 2005			350		
April 2005			350		
May 2005			350		
June 2005			350		
July 2005			350		
August 2005			350		
September 2005			350		
				0.00	0.00

Services	Number of Units		Unit Fee[1]	Total $	
	Budgeted	Actual	$	Budgeted	Actual
eXCITE Platinum Gold			450[2]		
October 2004			100		
November 2004			100		
December 2004			100		
January 2005			100		
February 2005			100		
March 2005			100		
April 2005			100		
May 2005			100		
June 2005			100		
July 2005			100		
August 2005			100		
September 2005			100		
				0.00	0.00
Additional Services:					
eXCITE Laptop - Unclassified Computing			100[4/5]		
October 2004			100		
November 2004			100		
December 2004			100		
January 2005			100		
February 2005			100		
March 2005			100		
April 2005			100		
May 2005			100		
June 2005			100		
July 2005			100		
August 2005			100		
September 2005			100		
				0.00	0.00
Additional Hardware Requirements:					
Laptops			TBD[7]		
Other: *(requires description of equipment)*			TBD[7]		
TOTAL				0.00	0.00
VARIANCE					0.00

Note 1: Inflationary rate factor to be determined by OCIO.
Note 2: Unit fee is per customer/month.
Note 3: Contractor-owned equipment will not be included as part of the refresh inventory.
Note 4: If customer elects to have both a laptop and desktop, this monthly per customer fee is assessed in addition to eXCITE desktop Silver Gold service charges and does not the include purchase price of a laptop. If a laptop is used in lieu of an eXCITE desktop, only regular Silver Gold fees apply and the additional laptop fee is not charged.
Note 5: Monthly charge does not include equipment purchase cost.
Note 6: Monthly PDA charge includes licensing, vendor maintenance, and airtime based on plan type. Fee does not include the equipment purchase cost.
Note 7: If a laptop is used in lieu of an eXCITE desktop, the program office is responsible for funding the difference in purchase cost between the desktop standard rate and the cost of the required laptop.

2.   Addendum Schedule

Addendum Release Date/Number	Service	Number of Units	Months	Unit Fee $	Total $
(requires an addendum)					

3. **Application Hosting Environment**

Services Application Hosting	Number of Months		Unit Fee	Total $		Installation
	Budgeted	Actual	$	Budgeted	Actual	Fee $
Hosting						
Small/Simple			1,000			
October 2004 - September 2005			1,000	0.00	0.00	0.00
Medium			1,500			
October 2004 - September 2005	0	0	1,500	0.00	0.00	0.00
Large			3,000			
October 2004 - September 2005			3,000	0.00	0.00	0.00
Complex			4,000			
October 2004 - September 2005	0	0	4,000	0.00	0.00	0.00
Very Complex			TBD			
October 2004 - September 2005	0	0		0.00	0.00	0.00
Housing						
	Number of Units		Unit Fee	Total $		Installation
	Budgeted	Actual	$	Budgeted	Actual	Fee
Per Server			425			
	0	0	425	0.00	0.00	0.00
Per Rack			2,000			
	0	0	2,000	0.00	0.00	0.00
Setup Costs / per hour						
	Number of Hours		Unit Fee	Total $		
	Budgeted	Actual	$	Budgeted	Actual	
Hours Worked			76			
October 2004 - September 2005	0	0	76	0.00	0.00	0.00
	Number of Units		Unit Fee	Total $		
	Budgeted	Actual	$	Budgeted	Actual	
CITRIX / $20 per unit			20			
October 2004 - September 2005	0	0	20	0.00	0.00	0.00
TOTAL				0.00	0.00	0.00
VARIANCE					0.00	

Extended Common integrated Technology Environment
eXCITE
RATES for SERVICE

1. Desktop

Service	Number of Units	Number of Months	Unit Fee ($)[1/2]		
			FY04	FY05	FY06
eXCITE Silver – Unclassified Computing		12	300.00	300.00	TBD
eXCITE Silver – Unclassified Computing (Contractor-Owned Equipment)		12	272.00	272.00	TBD
eXCITE Gold – Classified Computing		12	350.00	350.00	TBD
eXCITE Platinum Level of Service (Additive differential customer month)		12	400.00	400.00	TBD
eXCITE Desktop – Platinum Gold (Classified Computing)[4,5]		12	450.00	450.00	TBD
Additional Services					
eXCITE Laptop – Unclassified Computing[4,5]		12	100.00	100.00	TBD
PDA[6]			TBD	TBD	TBD
Additional Hardware Requirements					
Desktops – Small (without monitor)			1,000.00	TBD	TBD
Desktops – Mini Tower (without monitor)			950.00	TBD	TBD
Laptops (Standard)			1,700.00	TBD	TBD
Laptops (Light Weight)			1,400.00	TBD	TBD

Note 1 Inflationary rate factor to be determined by OCIO

Note 2 Unit fee is per customer month

Note 3 Contractor owned equipment will not be included as part of the refresh inventory

Note 4 If customer elects to have both a laptop and desktop, this monthly per customer fee is assessed in addition to eXCITE desktop Silver Gold service charges and does not include the purchase price of a laptop. If a laptop is used in lieu of an eXCITE desktop, only regular Silver Gold fees apply and the additional laptop fee is not charged.

Note 5 Monthly charge does not include equipment purchase cost

Note 6 Monthly PDA charge includes licensing, maintenance, and airtime based on plan type. Fee does not include the equipment purchase cost

Note 7 If a laptop is used in lieu of an eXCITE desktop, the program office is responsible for funding the difference in purchase cost between the desktop basic rate and the cost of the required laptop.

2. E-Mail and Messaging Services

Mailbox	Monthly Fee per Account ($) eXCITE / Non-eXCITE		
	FY04	FY 05	FY 06
Additional Public Mailbox(es)	30.00 35.77	30.00 35.77	TBD

3. Network Area Storage (NAS)

Organization Space[1]	Storage Space per Customer[2]	Monthly Cost per 500MB ($)		
		FY04	FY 05	FY06
500MB x Number of Customers	Additional 500 MB	7.50	7.50	TBD

Note 1. Each organization's amount of NAS space is calculated by the number of customers in that organization. Example: if there are 10 customers in organization ABC, each customer is allotted 500MB of NAS space. The total amount of NAS space that is allotted to ABC is 5,000MB. If 9 customers use 1MB of NAS space, and 1 customer uses 4991MB of NAS space, they would still be in their limit because the calculation of total space is by organization.

Note 2. This is above and beyond storage and initial 500 MB included in eXCITE.

4. AHE - HOSTING SERVICES

Type of Service	Cost Per Month ($)		
	FY04	FY 05	FY 06
Hosting[1]			
Small Simple	1,000.00	1,000.00	TBD
Medium	1,500.00	1,500.00	TBD
Large	3,000.00	3,000.00	TBD
Complex	4,000.00	4,000.00	TBD
Housing[2]			
Per Server	425.00	425.00	TBD
Per Rack	2,000.00	2,000.00	TBD
Citrix *(per customer)*	20.00	20.00	TBD
Installation Fee ($) - Setup Cost per Hour	76.00	76.00	TBD

Note 1. See attachment 3-A for determining the pricing for the level of application.
Note 2. See attachment 3-B for the volume discounts and definitions

5. AHE – Housing Services

Housing[1]	Cost/Month/Unit ($)			Percent Savings
	FY04	FY05	FY06	
Per Rack Unit (RU)	100.00	100.00	TBD	
Per Server	425.00	425.00	TBD	
Per Rack (1-5 racks)[4]	2,000.00	2,000.00	TBD	
Per Racks (6-10 racks)	1700.00	1700.00	TBD	15%
Per Racks (11 plus)	1500.00	1500.00	TBD	25%

Note 1. LAN drops paid through the Working Capital Fund by customer.
Note 2. RU = 1.75" high. The average 7' x 19" rack provides 42 RU. A standard mid-tower server turned on its side and mounted in a rack is 4RU in height
Note 3. Mini servers housing costs will be determined by how many RU's they occupy
Note 4. Customer responsible for the cost of the racks.

Extended Common integrated Technology Environment (eXCITE)
APPLICATION HOSTING ENVIRONMENT
Type of Application Determination Scale

The following table is used to determine the requirements for hosting an application with the eXCITE AHE. Determination is based on a total point value.

Application Requirements	Point Value	Total Points
Application Mission Critical?	3 - Yes 0 - No	

Web Site:
  Internal (on DOE NET)
  External
  Content Management
	
	1
	3
	3	

Operating System:
  Windows
  Unix
  OS/390
  VM
  Linux
	
	3
	3
	4
	4
	4	

Number of Users:
  1-10
  11-50
  50-100
  100-plus
	
	1
	2
	3
	4	

Disk Space:
  1-20MB
  20-50MB
  50-100MB
  +100MB
	
	1
	2
	3
	4	

Crystal Reports	2	

Database:
  ORACLE
  SQL SERVER
	
	3
	2	

Special Software (Non-Standard or not current release)	3	
Multiple Special Software	4	
Access Administration Management by AHE	3	

Total Score:

1-9	Small/simple
10-15	Medium
16-20	Large
21-25	Complex
26+	Very Complex

Extended Common integrated Technology Environment
eXCITE
DOE HQ and CORPORATE APPLICATIONS

Recognizing the importance of DOE HQ and corporate applications, OCIO will provide access to the following applications or their replacement. (This list will be updated as changes occur.)

- ATS   Applicant Tracking System
- CHRIS   Corporate Human Resource Information System
- DOCS   Document Control System
- DOE Info   Department of Energy Information System
- ECWEB   Electronic Commerce WEB
- Energy Library
- Energy On-line
- ESS   Employee Self Service
- ETA   Energy Time and Attendance System
- FIMS   Facilities Information Management System
- ITIPs   Information Technology Investment Portfolio
- QuickHire
- SES PRB   SES Performance Review Board
- TM   Travel Manager